

# Case Study Melbourne Health

Royal Melbourne Hospital, Western Health and Northern Health

**W**ith a global acknowledgement as a best-of-breed public Hospital, Royal Melbourne has a significant footprint in the hallway of the world's most prestigious hospitals. Its successful policies, procedures and performance contribute to this global recognition and their continuing focus on improving methods and implementing efficiencies resulted in their selection of the RosterOn software, via public tender in 2002.

With an experienced nursing background, Clinical Nurse Consultant Janine Enright was a key member of the initial rostering team handed the charter to introduce RosterOn across the three area health services, and she recalls the driving forces behind the need for automated staff rostering. "We had no tools to get information to Unit Managers regarding their staff, and thus no historical data to gain meaningful reports, we had few organisational-driven guidelines, staff had no automatic access to their rosters and the manual rostering wasn't always fair and equitable. RosterOn was identified as the best staff rostering solution available .. and has now become a great management tool for us as well!"

Four years down the track she keenly acknowledges that there are benefits not just for staff but also for the overall organisation, for example by linking data to patient flow.

Two other vital areas addressed by RosterOn and now providing benefits for Melbourne Health are the improved leave management capabilities, and the use of the software's Alerts engine. Nursing staff can apply for leave online and have this application authorised by their manager online also, leave balances transparent to the manager automatically. And, as an example, should a nurse be rostered on to a shift that would pass her maximum consecutive shifts allowed, according to her Award or MH's business rules, an alert is triggered to notify the roster management team.

"And knowing that we will be able to compare the cost of a proposed roster with our budget before it is circulated, online in real time, that's gold!" adds Rostering Project Manager Neil Dodd. "Add to this active overtime management and the capability to deliver electronic timesheets, and there's huge potential for us to harness actual data in real time for analyse and trend reporting. That's a great step forward for all of us!"

The time-savings when settling into RosterOn are 'not always tangible, but they are certainly there' as Neil says, but utilising new technology like RosterOn continues to be vital for a dynamic organisation like Melbourne Health. And retaining good staff is equally vital, and RosterOn's significant reports such as Percentage Night Duty Worked and Daily Employee Allocations both go a long way to improving staff morale, maintaining fair and equitable rostering, and eliciting employee 'ownership'.

RosterOn's ongoing development since 1994 has gained immeasurably by its 4-year relationship with Melbourne Health, not always tangible, but certainly there!

